

63-121 Denial/Withdrawal/Granting

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63-121.1 Denial

In general an application for CalFresh cannot be denied prior to 30 days from the date of application. The exceptions are:

- When it is determined the household does not meet eligibility requirements; or
- When the household refuses to cooperate in the application process (Section [63-107.2](#)); or
- When the household withdraws its application (see [63-121.2](#) below)

Except for situations outlined in Section [63-109](#) regarding delayed actions caused by the household or the agency and those listed above, applications will be held in pending status for denial on the 30th day after the date of application.

As soon as it is determined that a denial action is appropriate, a denial notice will be sent to the household (DFA 377.1A Notice of Denial or Pending Status).

The notice of action must explain in easily understandable language the denial reason, the household's right to request a state hearing, the title of the state regulation(s) on which the denial is based, a telephone number to call for additional information, advise the household of the availability of free legal representation, and must be in the applicant's primary language when the notice is provided by the California Department of Social Services.

63-121.2
Withdrawal

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- A.** An application must be processed (approved or denied) and cannot be withdrawn after you determine eligibility.
- B.** A household may voluntarily withdraw its application any time prior to the determination of eligibility. A withdrawal must be an action that the household initiates for its own reasons. Do not advise or suggest that the client withdraw the application.
- C.** When a household withdraws an application:
1. Try to contact the household to confirm the withdrawal;
 2. Document the reason for withdrawal, if any was stated by the household, and that contact was made (or attempted) with the household to confirm the withdrawal;
 3. Advise the household of its right to reapply at any time subsequent to a withdrawal; and
 4. Send notice to confirm the withdrawal (CW 10).
- D.** Request written confirmation when an applicant makes a verbal request for a withdrawal. Take action to deny the application whether or not the applicant sends a written request.

Refer to [63-303](#).

63-121.3
Granting

Grant and issue CalFresh benefits as soon as possible after eligibility is determined. Granting and issuance must occur within the time standards specified in [Sections 63-105](#) for Expedited Services and [63-109](#) for Time Limits and Delays. Send a notice of action promptly notifying the household of;

- the granting,
 - the length of the certification period,
 - the amount of benefits to be issued, and
 - the household's right to a fair hearing (see also Section [63-300](#)).
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63-121.4
Eligibility

A household's eligibility will be determined for the month of application by considering the household's circumstances as of the date of the intake interview except as specified in the following sections:

- Strikers ([63-101](#))
- Voluntary Quit ([63-159](#))
- Resource Transfers ([63-206.9](#))
- Income Determinations ([63-252](#))
- Destitute Households ([63-243.5-8](#)), and
- Categorically Eligible Households ([63-119](#)).

Example: A mother with one child applies on March 27th. The father returns to the household on April 1st. The intake interview is April 3rd. The CalFresh case will be prorated from the March 27th date of application with three persons in the household.

Note: The resources of Modified Categorical Eligible (MCE) households are not evaluated. MCE households are not required to provide verification of liquid or non-liquid resources. Refer to Sections [63-201](#) and [63-120.7-12](#) for additional information on MCE.

63-121.5
Benefit Level

A household's benefit level for the initial month of certification will be prorated from the date the application is received.

If processing the application is delayed beyond thirty days due the fault of the household, the benefit level will be prorated from the date you received verification that the household completed the required action(s), as specified in Section [63-109.6](#). Migrant or seasonal farm worker households which have a break in participation of 30 days or less shall not have their benefits prorated. They will receive benefits for the whole month.

Refer to the Handbook Chapter [63-1101.4](#) "Reciprocal Table for Prorating Initial Month Benefits" for manually computing first month benefits.
